

Teamwork

NEWS

November 2004

A NEWSLETTER FOR EMPLOYEES OF THE TENNESSEE DEPARTMENT OF LABOR & WORKFORCE DEVELOPMENT



Veterans' employment representative Burley Myers of Memphis explains how the PROVET program enables returning servicemen to get the skills they need for civilian employment.

Veteran hiring promoted in proclamation and "Let's Go to Work" television program

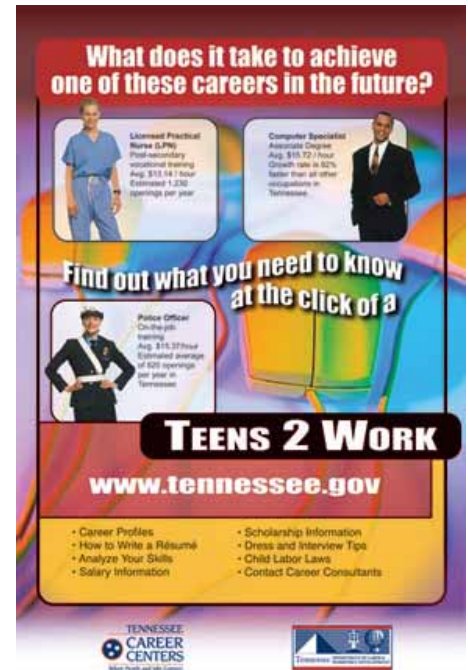
Governor Bredesen proclaimed November 8-12 Hire Vets First Week in Tennessee. The proclamation was an effort started by the U.S. Department of Labor to raise employer awareness of the training and skills that veterans possess at all ranks and occupational specialties and of the ways to hire them.

"The Tennessee Department of Labor & Workforce Development provides services to more than 31,000 veterans," said Commissioner Neeley. "These men and women who have bravely served

our country will serve Tennessee employers in the same way. When you hire a veteran, you get experience, good work skills, and a disciplined employee who has been a responsible military employee."

The department's "Let's Go to Work" television show is currently spotlighting how the department helps veterans entering the work force after military duty. The TDLWD has veteran's representatives in Career Center across the

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Poster plugs TDLWD teen Web site

The Tennessee Department of Education is teaming up with our department to help distribute the new **TN Teens 2 Work** poster to promote our new teen Web site. The Web site was launched in September and received positive press reports across the state. The Web site has had close to 9000 hits since the September launch.

The poster looks very similar to the advertisement in the 2004 edition of American Careers magazine. It will be distributed to

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Denise Henley designs calendar for marketing program

Thirteen well-known Tennessee historic sites are beautifully depicted in pen-and-ink drawings by TDLWD graphic artist Denise Henley in a calendar for 2005. Commissioner Neeley will present officers of the newly formed Workforce Employer Outreach Committees with the calendars this holiday season.

"I would like to thank all the employers across the state who have become involved in the Workforce Employer Outreach Committees," said Commissioner Neeley in his message that is part of the publication. "As we look ahead in 2005 it is my goal for these committees to open the doors to building an informational statewide network." He said he welcomes the opportunity to work again with employers he has known for years and looks forward to becoming acquainted with those employers he has not yet met.



Denise Henley



Denise Henley's drawing of the main street in historic Jonesborough, located in Washington County and Tennessee's oldest town, is featured in the calendar.

The idea for the project evolved from a similar piece put out by the Georgia Department of Labor for marketing purposes. Denise, meeting with Maria Draper, Bob Henningsen, Patsy Holt, Danna Douglas, and others in Marketing Services, discussed sites to feature – including homes, town squares, businesses, courthouses, and state parks – and settled on various historic sites across the state.

Beale Street, the homes of Tennessee's three presidents, Jonesborough, and several state-owned historic properties are among the places she drew for the publication. She said she visited some of the pictured locations herself and made sketches, asked her husband to take pictures of a couple places, and had access to files of the Film Institute and state Department of Tourism for others.

Denise, a native of Chattanooga, began employment with state government with the Department of Economic & Community Development, but has been with our department 21 years. In her years with the TDLWD, she has created countless publications, particularly in the unemployment insurance area, and has designed more than 160 forms. She began drawing homes for realty companies in free-lance work; the drawings were presented to new homeowners as a gift.

She is a graduate of the University of Tennessee at Chattanooga, with a major in art and a minor in French, and took art lessons at the Hunter Museum in Chattanooga.

Mold abatement process is moving right along in Central Office

When Donna Myatt complained of feeling bad and suggested the Davy Crockett Building in Nashville be investigated for possible mold presence, Tennessee Department of Labor & Workforce Development safety officer Steve Wright handled the request swiftly, and the building is now on the way to being a more healthful work environment.

Steve reported the request to the Tennessee Occupational Safety & Health Administration, which is conveniently a division of the TDLWD. TOSHA does not have a mold standard; however, the division assisted in the air quality investigation performed by Quantum Environmental & Engineering Services, LLC (QE²), which was hired by the Tennessee Department of Finance & Administration.

Once tests showed mold and carbon dioxide were at elevated levels, work began right away in the mold abatement process, and corrective action will continue. Abatement HEPA (high efficiency particulate air) scrubbers were installed to remove airborne molds. QE² has installed a continuous indoor air quality monitor on the 10th floor of Davy Crockett, and a containment area has been constructed around a portion of the perimeter wall. This area will be used as a test facility to see how and why water is coming into the building.

The entire abatement process will include replacing the roof and sealing windows to prevent water from getting into the building. Once this is done large sections of wallpaper, carpet, and wallboard substrate will be removed and replaced.

"I'm pleased with how the mold abatement process is progressing," said Commissioner Neeley. "The complaint was handled immediately, and TOSHA

took the proper action and is assisting in the investigation. Steve Westerman, director for the Division of Capital Projects and Real Property Management with the Department of Finance & Administration, is the lead in this project, and we're seeing improvement already. We appreciate our employees' cooperation and will keep you informed of progress."

We asked some employees who work in Davy Crockett Tower for comments on the investigation so far. These were their responses on December 7, 2004:

"The air was much better the first week after they had worked all weekend in the building. We could tell almost the minute we got off the elevator. The next week it was pretty good with some up and down times. I did not have a headache at all the first week, which had started to become an everyday thing. I did get a headache – I believe it was on Tuesday – and was very tired part of the day, but the guys doing the study said the carbon dioxide level was high part of that day.

"My eyes have been clear for two weeks now. Before, they were hazy and tired all the time. Yesterday was kind of rough, but here again, they said the level was high. For the most part, the air has been much better, and I have felt better the last two weeks than I have in about three years. I hope it continues. The folks doing the study have been doing a great job." – **Donna Myatt**, 10th floor, UI Reports and Compliance

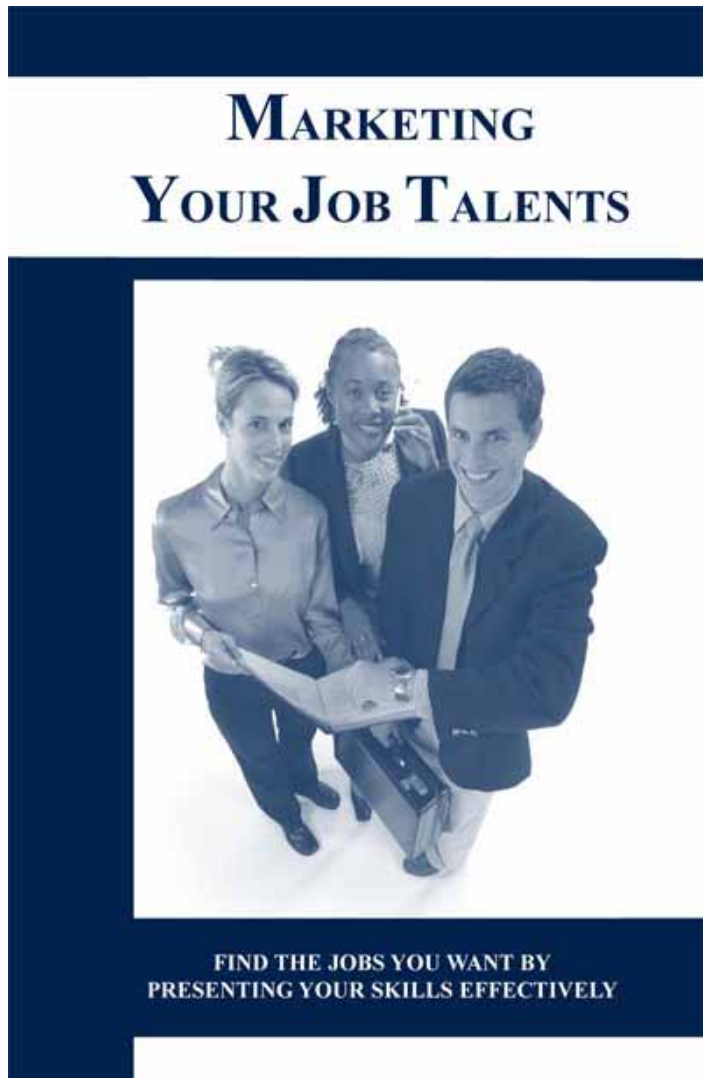
"The air quality and air flow improved almost immediately after the QE² team arrived and began working on the building. Having barriers on the walls (which my office has almost the entire wall covered due to mold) has made a huge difference. The QE² team has

been wonderful to work with and addresses issues immediately that we identify from various staff throughout our building.

"We continue to have issues with a leaking roof on the 12th floor – in the conference room ceiling, in Don Ingram's office, and around windows and walls near my office – due to the huge amounts of rain we received last night and last week. They are working on this and immediately responded when e-mails were sent informing them. Staff has been extremely cooperative and patient in this process, working with Steve Westerman with F&A as well as the environmental team. They certainly know what they are doing and are professional in every aspect." – **Melinda Williams**, 12th floor, Employment Security

"The air quality is significantly better. On the seventh floor, mold was not a major problem – after all, there're five floors above us to stop the rainwater, so mold had less opportunity to grow and flourish. Carbon dioxide was a problem, however. I routinely left work in the afternoon with a headache. The headaches are gone, and I'm not nearly as tired. Steve Westerman with F&A has done an exceptional job." – **Michael Thomason**, 7th floor, Appeals Operations and Board of Review

The twin building to Davy Crockett that also houses TDLWD offices, Andrew Johnson Tower, will be investigated for mold as well. Davy Crockett was built in 1987 and Andrew Johnson a few years later.



The “Marketing Your Job Talents” booklet, pictured here, is now on hold. One of our local offices discovered a binding error, and Central Printing is correcting the problem.

Please double check your order for duplicate pages; you can get replacement copies if you find you have a supply with the binding mistake. Send an e-mail to Milissa Reiersen at milissa.reiersen@state.tn.us if you find any discrepancies. Once they are back in Central Stores, we will notify you.

Calendar

December 16, 2004

November state unemployment figures released

December 23, 2004

November county unemployment figures released

December 24, 2004

Offices closed for Christmas holidays

December 27, 2004

Offices closed for Christmas holidays

December 31, 2004

Offices closed for New Year’s holidays

January 3, 2005

Offices closed for New Year’s holidays

January 20, 2005

December 2004 state unemployment figures released

January 27, 2005

December 2004 county unemployment figures released

January 11, 2005

104th General Assembly convenes, 12:00 noon

January 17, 2005

Martin Luther King’s Birthday Observed; offices closed

January 31, 2005

State-of-the-State address; Governor Bredesen, State Capitol

February 21, 2005

Presidents’ Day; offices closed

Success stories feature dislocated workers

Editor's note: *The following are success stories sent in by Deb Miller with LWIA 4. They show how TDLWD and LWIA staff work together using available resources to serve dislocated workers. We invite other areas to send in success stories also.*

Levi Stauss worker receives TAA and WIA assistance

Linda was a dislocated worker from Levi Strauss. She was laid off in August 2002 as a dart sewer after being employed with Levi's for six years. Linda originally visited the Tennessee Career Center in Knoxville but chose to go to the Tennessee Career Center in Oak Ridge since it was closer to her and she lives in Anderson County.

Linda was unsure of the training program she wanted when she first visited the Career Center. She said she liked art and "doodling." She began looking at a computer art and design program and a drafting program. WIA staff suggested to Linda that she visit the training institutions and do further research to help her make a decision. Linda followed this advice and decided on the Drafting Program at the Technology Center in Jacksboro after visiting the school and talking with the drafting instructor there. She was very impressed with their program and started classes in January 2003. Linda did very well in her classes and even had a project published in the school pamphlet and did some contract work for an engineering firm while a student.

Linda's training was a collaborative effort between TAA and WIA. She received TAA benefits for tuition and books and WIA assistance with monthly supportive services and tires for her van when she had a blowout on the

way to school. Linda has appreciated all the help she received from both agencies. She visited the Career Center on several occasions to prepare herself for job search by viewing the interviewing, resume and cover letter, and properly completing application videos.

Linda graduated from the Drafting Program in June 2004 and went to work at Benchmark Associates, Inc., in August as a CAD Operator. She visited the Career Center recently to say work was "going great." Linda once again thanked staff for their support and said she "couldn't have done it" without them.

And from Monroe County . . .

Rachael was dislocated from MARCA in Vonore when the company closed on March 28, 2002. She had worked there for five years as a production technician in the assembly room. At the time of the closure Rachael was recovering from surgery for a ruptured disc, an injury she had sustained on her job. She knew that she had to make a career change. She had taken a few college courses over the years and thought that she could obtain a degree. She also had the desire.

Rachael enrolled in the WIA program on July 31, 2002. She and the staff decided that she was a good candidate for Roane State's paralegal program. She knew that she only had two years to finish the program. She began classes in August of 2002 with TAA covering the cost of the training. Many days she drove over 100 miles to and from classes. Her only grade lower than an A was one B in algebra, and she graduated Summa Cum Laude with a 3.96 GPA!

During the summer of 2004 Rachael did her internship with the law firm of Cooley, Cooley and Agee in Kingston. During her internship this firm served as co-counsel on a case

with Attorney Holt Smith of Madisonville. One week after her internship ended Rachael was hired by Attorney Smith where she continues to work today.

What a difference two years and a degree have made in Rachael's life!

Employee commendations

To: **Milissa Reiersen,**
Communications Office
From: Delois Randolph, Roane State

"On behalf of the Cumberland County Career Center staff, I would like to express our sincere appreciation to you and your staff for preparing the ad and sending it to our local newspaper, the *Crossville Chronicle*. The ad ran in the newspaper yesterday and it looked wonderful. We have already received positive feedback from the ad. We look forward to working with you in the future."

To: **James B. Dyer,** Labor Standards
From: Susan J. Wilson, YMCA of Jackson & West TN

"I just wanted to thank you for coming to the YMCA of Jackson and giving such a good presentation for our directors here in west Tennessee. Your presentation cleared up many of their questions and concerns.

Thank you also for sending me the Tennessee Workers' Compensation Insurance form – I have been trying to get an updated from for some time now."

Poster (Cont.)

middle and high schools from Memphis to Mountain City. The posters will go to the guidance counselor offices in the schools in hopes of directing teenagers to the site to research in-demand careers for the future.

The Web site features job outlook information to 2010, Tennessee's top employers, skills assessment and links to Tennessee universities, community colleges and technology centers, as well as grant and scholarship information. If teenagers are looking for part-time work while still in school, the Web site offers information on child labor laws, dressing for success, résumé preparation and interviewing tips. The site is easy to use and also offers a question and feedback area for teens to contact the department for specific information.

To visit the Web site, go to www.tennessee.gov and click on the **TN Teens 2 Work** logo.

Veterans (Cont.)

state who refer veterans to jobs, training programs, and other services. Veterans' staff specializes in matching employer needs with veterans making the transition from military to civilian work. This one-on-one approach helps ensure a better job match for the employer.

The segment airing at present features veterans' employment representative Burley Myers of the PROVET (Providing Re-Employment Opportunities for Veterans) program at Millington in Memphis and Lee Hall, disabled veterans' outreach specialist with the Career Center in Murfreesboro. PROVET is an employer-focused job development and placement program that focuses on screening, matching, and placing job-reading



Lee Hall, disabled veterans' outreach specialist who helps veterans in Murfreesboro, is featured in the television program.

transitioning service members into career-building jobs. Tennessee's PROVET program has been cited nationally as a successful example. The video shows Burley Myers and a veteran he helped transition from a Marine officer position with the U.S. Space Command Center to a job overseas, which is what he was looking for.

Lee Hall talks about his experience through the TDLWD Career Centers when he retired from the Navy.

"I didn't know about the Career Centers. When I found about them the first question they asked me when I went was are you a veteran? I said yes, and they connected me with a vet rep, and that's how I found out about all the availabilities there are and avenues you have. After I talked with that vet rep and he asked what I wanted to do, I said 'your job.' It took a few years, but I got it, so I'm pretty happy about that."

The program interviews different veterans across the state who have been helped by TDLWD veterans' representatives and tells how the veterans' program has helped returning servicemen acquire skills and licenses for specific jobs they are now holding.

For a slide show and video clip from the "Let's Go to Work" program on veterans as well as information on archived shows, go to http://www.tn.gov/labor-wfd/tvshows/tvshowsmain_veterans.htm. You can also learn when the show airs in your area at that site.

Teamwork News



Department of Labor &
Workforce Development;
February 2001; authorization no. 337287;

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